



DEPARTMENT OF THE ARMY
HEADQUARTERS, MILITARY TRAFFIC MANAGEMENT COMMAND
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ALEXANDRIA VA 22332-5000



Personal Property Division

Ladies and Gentlemen:

As I end my tour of duty as the MTMC Deputy Chief of Staff for Passenger and Personal Property, I want to thank you for the role you have played in meeting the challenges involved in everyday DOD Personal Property (PP) Program administration. As you may know, in the past two years, 15 international carriers have gone out of business leaving shipments undelivered. Thanks to your efforts, the negative impact those business failures had on DOD personnel and their families was kept to a minimum. Nevertheless, when carriers fail, everyone loses.

To build confidence in the financial stability and operational capability of our participating carrier base, I have undertaken a review of carrier financial status and common financial and administrative control relationships. I have also elevated the attention paid to carrier performance and qualification standards. These first steps are only the start of an effort to increase confidence in the current PP program and make it better.

As we continue to search for the best program for moving DOD-sponsored PP shipments, I urge you to continue to do all you can to ensure that our members get the service they deserve. You are the Quality Control. In managing the PP program, MTMC depends on you to uphold the standards and keep the program on course. In that regard, I urge you to build on success and accent the positive. Let MTMC know what is right about the program and what needs fixing. Together we can make a difference. Thank you again for your good work.

Nonie C. Cabana
Colonel, U.S. Air Force
Deputy Chief of Staff for Passenger
and Personal Property